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MEDICAID MEMO

TO: All Providers of Acute Inpatient Hospital Psychiatric Services

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

MEMO Special

DATE 08/15/2006

SUBJECT: Intensity of Treatment Criteria for Acute Inpatient Hospital Psychiatric Services

The purpose of this memorandum is to clarify Medicaid intensity of treatment requirements for acute inpatient hospital psychiatric services. The recent update of the Psychiatric Services Manual, dated 5/22/2006, is unclear about staff qualifications for therapy services and the minimum number of therapeutic interventions required.

The manual currently states that therapy must occur twice a day after seven days. The Psychiatric Services Manual (Chapter IV, Page 9, Item 1. b. (1)) will be updated to state that a licensed professional (psychiatrist, clinical psychologist, psychiatric clinical nurse specialist, licensed clinical social worker, marriage and family therapist, or licensed professional counselor) provides individual/group or family therapy on at least five out of seven days. In addition to the therapy session, at least one appropriate treatment intervention occurs on the same five out of seven days. On days when there is no individual, group, or family therapy, there must be at least two appropriate treatment interventions.

Treatment interventions may include, but are not limited to, psycho-educational groups, socialization groups, behavioral interventions, individual counseling, play/art/music therapy, and occupational therapy. Therapeutic treatment interventions may be facilitated by nurses, social workers, psychologists, mental health workers, occupational therapists, and other appropriately prepared hospital staff.

This revision will appear in the next update of the Psychiatric Services Manual. If you have any questions, please contact the HELPLINE.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-provider_newletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.